

What is KenPAC?

KenPAC stands for Kentucky Patient Access and Care. KenPAC is a program designed to help you get the health care you need by seeing a primary care provider (PCP). Your primary care provider will work with you to manage your health care. The program's goal is to improve the health care you receive. Most Kentucky Medicaid members are enrolled in KenPAC. Medicaid members, who have both Medicaid and Medicare, are in nursing homes, who receive waivers and children who receive Supplemental Security Income (SSI) are not in KenPAC.

What is a primary care provider (PCP)?

The word "primary" means first. Your primary care provider is the provider you will see first when you need medical care. Your primary care provider will see you for routine care and refer you to a specialist when you need one. If you go to another provider without your PCP's knowledge, you could be responsible for the bill.

How will I pick my primary care provider?

To pick your primary care provider:

- ✓ Contact your worker at your local Department for Community Based Services (DCBS) office.
- ✓ Supplemental Security Income (SSI) recipients should call (the Help Desk) at the number on the back of this brochure.

Who can be a primary care provider?

- ✓ A pediatrician, an internist, a family doctor, a general doctor or an OB/GYN doctor.
- ✓ A nurse practitioner.
- ✓ A physician assistant who works in a primary care center or a rural health center.

What if I need to see a specialist?

First, you must go to your primary care provider. He or she will help you choose a specialist who can give you the care you need. You will need a referral from your primary care provider for most specialty services.

What if I need emergency care?

If you have an emergency, where you think a delay in getting medical care might result in death or permanent harm, call 911 or go to the nearest hospital emergency room.

Examples of emergency care are:

- ✓ chest pain
- ✓ severe cuts, heavy bleeding or burns
- ✓ poisoning or overdose of medicine
- ✓ choking or breathing difficulties
- ✓ blackouts, seizures, paralysis
- ✓ physical attacks such as a mugging or rape
- ✓ broken bones
- ✓ miscarriage
- ✓ car accident
- ✓ head injury
- ✓ loss of speech

If you're not sure you have a true emergency, and there is time, call your primary care provider.

When can I change my primary care provider?

- ✓ Within 90 days of enrollment into KenPAC
- ✓ At your yearly renewal for medical coverage
- ✓ Supplemental Security Income (SSI) recipients, once a year, during your birth month
- ✓ At any time, if you have a good reason and permission from your worker or the Department for Medicaid Services. A good reason is, if you move to a different county.

What are my medical benefits with KenPAC?

Your medical benefits are the same as with regular Kentucky Medicaid, and include:

- ✓ physician services, including office visits, annual exams and physical exams
- ✓ EPSDT services
- ✓ maternity and newborn care
- ✓ prescription drugs
- ✓ hospital care, inpatient and outpatient
- ✓ home health and hospital services
- ✓ laboratory and x-ray services
- ✓ durable medical equipment
- ✓ chiropractic services
- ✓ podiatry
- ✓ ambulatory surgery
- ✓ local non-emergency transportation, if you qualify
- ✓ basic dental, vision, and hearing services
- ✓ physical, occupational and speech therapy

Are there services I can get without first going to see my primary care provider?

Services that do not require a referral from your primary care provider include:

- ✓ mental health services
- ✓ maternity and newborn care
- ✓ family planning services
- ✓ local non-emergency transportation
- ✓ basic dental, vision, and hearing care
- ✓ chiropractic care
- ✓ podiatry
- ✓ screenings and treatment for sexually transmitted or communicable diseases

You may get many of the services listed above by calling your local health department or Medicaid provider.

Remember it is your responsibility to :

- ✓ Make an appointment to meet your primary care provider and have a physical exam so he or she can meet you before you become ill.
- ✓ Notify your PCP if you need to reschedule an appointment.
- ✓ Always carry your card with you when you need a medical service.
- ✓ Only use the emergency room for a true emergency.
- ✓ Report any changes in your situation to your worker at the local office within 10 days of learning about the change. Examples of this are, if you change your address or phone number, get married or add a new child to the family.
- ✓ Do not let someone else use your medical card.
- ✓ Do not give false information or hide information to receive Medicaid benefits.

Appeal Information

You may request an appeal by sending a written request to:

Cabinet for Health & Family Services
Department for Medicaid Services
Division of Administration & Financial Management
275 East Main St., 6W-C
Frankfort, KY 40621
Attention: Hearing Request

You may also call the Cabinet for Health & Family Services, Medicaid Office of the Ombudsman toll free at 1-877-807-4027 or members who use a Telecommunications Device for the Deaf (TDD/TTY) 1-800-627-4702.

Important phone numbers

For more information about KenPAC, you may call:

**Medicaid Member Services
1-800-635-2570**

Recipients who use a Telecommunications Device for the Deaf (TDD/TTY) may call

711 for KY Relay

To pick or change your KenPAC primary care provider:

Contact your local DCBS worker

Supplemental Security Income (SSI) recipients
Call the Member Services at

1-800-635-2570

We hope this brochure will be helpful to you as a Medicaid member who is enrolled in the Kentucky Patient Access and Care system.

If you would like a copy of the member handbook call Member Services.

WELCOME TO KENPAC!



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KenPAC

**KENTUCKY PATIENT
ACCESS and CARE**

Cabinet for Health and Family
Services

Department for Medicaid
Services



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